



## BOARD OF WATER COMMISSIONERS MEETING MINUTES

Date: October 18, 2023

Time: 4:30 PM

Location: Norwell Water Dept.  
345 Main Street, Norwell

Present: Fred St. Ours, Steve Ivas, Peter Dillon, Howard Tufts and Water Superintendent Jason Federico. Resident: Krista Diggins

Prepared by: Donna Snow

### **Meeting Minutes:**

Fred St. Ours motioned to approve the meeting minutes from October 4<sup>th</sup>; Peter Dillon seconded; all in favor at 4:32pm

### **Flushing Update:**

Jason Federico explained that residents on South Street experienced discoloration from the flushing work that was performed today. The office received calls from River Street residents and Tiffany Road today. Jason Federico explained today was the worst it has been, but the staff is still doing a low flow flushing currently. Jason Federico identified the locations where the gates were shut down which caused a change in flow direction, resulting in discoloration. Jason Federico suggested staff will continue to flush into Friday and Saturday this week to improve quality. Fred St. Ours asked if flushing should be done at night so residents are not experiencing water quality issues during the day. The concern Jason Federico has is that the tanks would be empty in the morning if flushing is done at night. Krista Diggins (resident on Tiffany Rd) noted a recent hydrant replacement negatively affected her household and it took a long time for water to return to normal color. She also noted that Tiffany Road was not identified as a street where flushing was occurring this week and as a result, she ran her water all day following the department's instructions. Fred St. Ours asked will the discolored water clogged the screens in her home? Howard Tufts noted that is why they recommend using outside spigot to clear the line. Krista Diggins would like to have the flushing work communicated differently in the future. Jason Federico explained the reverse 911 was used to communicate flushing but he was advised this is not the intent of the reverse 911 system. Jason Federico explained the highway message board was not available for use, it had been broken. Krista Diggins suggested using other forms of communication such as Twitter. Both Peter Dillon and Fred St. Ours feel as though hydrant flushing should be communicated with a reverse 911 alert to residents who have subscribed to the alert system. Jason Federico pointed out that changes at the Treatment Plant affect both Tiffany and South Street, since they are on either side of the Treatment Plant. Another means of communication is town email notifications, but residents must subscribe to receive them. Krista Diggins ran water all day today, Jason Federico explained it is difficult to predict how long it will take in a person's household to clear the water. Both Peter Dillon and Fred St. Ours feels as though the hydrant flushing notice should be sent out with a reverse 911. Jason Federico advised next week the plan is to flush Tiffany Road. Peter Dillon inquired about the cross-country water main and if it should be shut off, Jason Federico

noted if it is shut off then some locations will be dead ended thus creating a worse water quality issue. Right now, the flushing is being done at a high velocity. Howard Tufts stated once flushing is complete the water will noticeably improve.

**SSTP Update:**

Jason Federico explained the vessels are here and the backwash waste line has been re-routed.

**Lead and Copper Results:**

Jason Federico explained all results came back below the limit with the exception of one location. The schools came back clean as well.

**Reimbursement Request:**

The Board reviewed the request from the resident at 42 John Neil Drive. The Board agreed to reimbursement for the resident.

**Abatement Request:**

The Board reviewed the usage history report for 447 Washington Street. Fred St. Ours noted they are not billed at the highest tier since they are a commercial business. The Board agreed to bill the first 300,000 gallons at the regular rates and the remaining usage will be billed at the lowest tier. The Board also agreed to waive the associated penalties for the January and April billing.

**Unanticipated:**

A warrant article was briefly discussed, Jason Federico forwarded the request to the Board.

Fred St. Ours made a motion to adjourn the meeting at 5:58 PM, seconded by Steve Ivas.

Accepted: Fred St. Ours Date: 11/29/23